

W- 01303A-09-0343
SW- 01303A-09-0343



0000155205

ARIZONA CORPORATION COM

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax: ORIGINAL

Priority: Respond Within Five Days

Opinion No. 2014 - 117440

Date: 8/6/2014

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Arizona Corporation Commission
DOCKETED

AUG 07 2014

First:

Last:

Complaint By: Jacquin

Forsell

Account Name: Jacquin Forsell

Home:

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip: 85396

is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NO. SW-01303A-09-0343 W-01303A-09-0343
OPPOSED

Name: Jacquin Forsell

Date: 8/04/2014

Address:

Phone:

CityStateZip: Buckeye, AZ 85396

Cell:

Docket: Verrado

DocketNo:

Utility: Epcor Water

Email:

Comments: I recently moved to Verrado, single mom, one child 14yrs old. Was attracted to the area because of the Midwest feel from MN, where I relocated from. Just purchased a home and got my first bill \$382.91 for 65 days, coming out to almost \$200 a month!!!! I did not water my grass, bummer, and I will never be able to put in a pool. We were gone to Minnesota for two weeks of this time period. So sad that I am considering selling my home that I love because of this outrageous bill. This is an area that was designed and should attract young families, but with this type of expense we can not afford to live here. What can we do to protect our beautiful community.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

RECEIVED
2014 AUG - 11 A 8:38
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Noted and filed for the record in Docket Control.

I contacted customer and she stated that she would like this filed in Docket. Closed

End of Comments

Date Completed: 8/6/2014

Opinion No. 2014 - 117440

W - 01303A-09-0343
SW - 01303A-09-0343

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117442

Date: 8/6/2014

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Nattasha

Huffaker

Account Name: Nattasha Huffaker

Home:

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip: 85396

is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NO. SW-01303A-09-0343 W-01303A-09-0343 OPPOSE

From: Util-PublicComment
Sent: Monday, August 04, 2014 10:16 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Nattasha Huffaker
Date: 8/4/2014
Address:
Phone:
CityStateZip: Buckeye, Arizona, 85396
Cell:
Docket:
DocketNo:
Utility: Epcor water
Position: Pro
Email:

Comments:As a previous Goodyear resident then moving to Verrado almost 3 years ago I'm outraged at the high water rates we are required to pay. I am in favor of rate relief, and would like the commission to reevaluate the water rates that we currently pay.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

8/6/14

End of Comments

Date Completed: 8/6/2014

Opinion No. 2014 - 117442

W-01303A-09-0343
SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117443

Date: 8/6/2014

Complaint Description: 08E Rate Cases Items - In Favor
N/A Not Applicable

First:

Last:

Complaint By: William

Gumpenberger

Account Name: William Gumpenberger

Home:

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip: 85396

is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NO. SW-01303A-09-0343 W-01303A-09-0343 IN FAVOR

From: Util-PublicComment
Sent: Monday, August 04, 2014 10:21 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: William Gumpenberger
Date: August 4, 2014
Address:
Phone:
CityStateZip: Buckeye, AZ 85396
Cell:
Docket:
DocketNo:
Utility: EPCOR
Email:

Comments: I support Re-consolidation of the Aqua Fria, Anthem and Sun City water and waste water districts as recommended by EPCOR, a single rate structure. This is the same single rate structure as Gas and Electric utilities use for a municipal area.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Noted and filed for the record in Docket Control.
End of Comments

Date Completed: 8/6/2014

Opinion No. 2014 - 117443

W-01303A-09-0343
SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117444

Date: 8/6/2014

Complaint Description: 08E Rate Cases Items - In Favor
N/A Not Applicable

Complaint By: First: Last:
Helen Munteanu

Account Name: Helen Munteanu

Home:

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip: 85396

is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NO. SW-01303A-09-0343 W-01303A-09-0343 IN FAVOR

From: Util-PublicComment
Sent: Friday, August 01, 2014 5:12 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Helen Munteanu
Date: Aug.1st,2014
Address:
Phone:
CityStateZip: Buckeye Az 85396
Cell:
Docket: ACC
DocketNo: Full consolidation of waste water in Verrado
Utility: Epcor
Position: Pro
Email:

Comments:I and my husband are new in Verrado Community ,respective. The State of Arizona. We came here to fulfill our retirement dream,spending over \$ 240.000(buying and improving our home). We are honest hard working people , so called not to long ago America's middle class,following the social -political rules of our country and our society, proud of our achievements,paying our debts,our taxes and saving for our retirement. That why ,coming here with whatever left in our saving after loosing way to much on our 401k, we are ANGRY with the water bill (doing the math,annually higher than property taxes). As honorable citizen,we understand we must pay for all services delivered to us, and consider a Crime letting anybody to take advantage of us and our hard earned retirement money!!! Please, stop abusing us,VOTING for FULL consolidation of EPCOR Waste

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Water assuring a fare water rate for all cities and their seniors. We deserve the dignity and respect for our lifelong achievements (after all money do not grow in trees for any of us) Stop the greediness and consider the FULL CONSOLIDATION the only solution !!!!!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control. Closed

End of Comments

Date Completed: 8/6/2014

Opinion No. 2014 - 117444

W - 01303A-09-0343
SW - 01303A-09-0343

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117446

Date: 8/6/2014

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Nuria Last: Gamboa

Account Name: Nuria Gamboa

Home:

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip: 85396

is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone: (

Nature of Complaint:

DOCKET NO. W-01303A-09-0343 SW-01303A-09-0343 OPPOSE RATE INCREASE

From: Util-PublicComment
Sent: Saturday, August 02, 2014 4:52 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Nuria Gamboa
Date: 8/2/2014
Address:
Phone:
CityStateZip: Buckeye,az 85396
Cell:
Docket: W-01303A-09-0343 AND SW-01303A-09-0343
DocketNo: W-01303A-09-0343 AND SW-01303A-09-0343
Utility: EOPOR
Position: Con
Email:

Comments:In the last 3 years our water prices have tripled! We have considered moving out of verrado because of it. That is also detouring home buyers into coming here. The reason were screwed is because anthem separated from is so they could have lower prices. We can to consolidate so sections has the same rates!!!! We have had to shower in other places, skip days to shower, flush the toilet less and it really has not made a difference in our bill!!!

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control. Closed
End of Comments

Date Completed: 8/6/2014

Opinion No. 2014 - 117446

W-01303A-09-0343
SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2014 - 117448

Date: 8/6/2014

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Shane

Gowitt

Account Name: Shane Gowitt

Home: ()

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip: 85396

is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NO. SW-01303A-09-0343 W-01303A-09-0343 OPPOSE RATE INCREASE

Shane Gowitt
08/02/2014

Buckeye, AZ 85396
Epcor Water

Good Afternoon, I am a resident of Verrado in Buckeye, AZ. Unfortunately, I am also a customer of EPCOR's as well. I have lived in multiple areas in the valley, and never have I experienced water costs this high. Admittedly, I am not fully educated on what goes on behind the scenes to provide us with quality drinking water, however, I know it doesn't bode well for the city of buckeye, the town of Verrado, or DMB as a business. There cannot be reasonable justification to have utility rates twice as high in our neighborhood, than our other neighboring cities and neighborhoods. We have a very small patch of grass in our front yard, and a few drip lines in the backyard for some trees. Our lot is 5,500 square feet. I live with my wife, a 5 yr old and a 2 yr old. We pay \$170 per month for water!!!! In our previous home, which had 6-8 times more grass and foliage, we paid \$90 a month for water, which was with a private water company as well, and was also higher than the average neighboring city water rates. The people of Verrado are being taken advantage of, there is no doubt in my mind.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control. Closed

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/6/2014

Opinion No. 2014 - 117448

W-01303A-09-0343
SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2014 - 117451

Date: 8/6/2014

Complaint Description:

08E Rate Cases Items - In Favor
N/A Not Applicable

Complaint By:

First:

Jason

Last:

Bonfante

Account Name:

Jason Bonfante

Home:

Street:

Work:

City:

Buckeye

CBR:

State:

AZ

Zip: 85396

is: E-Mail

Utility Company:

EPCOR Water *AAWC

Division:

Water

Contact Name:

Contact Phone: /

Nature of Complaint:

DOCKET NO. SW-01303A-09-0343 W-01303A-09-0343

IN FAVOR OF CONSOLIDATION

Jason Bonfante
8/2/14

Buckeye, AZ 85396

Jason Bonfante
ws
Epcor
Pro

To whom it may concern: As a resident in Verrado (Buckeye, AZ) it has come to my attention that the ACC will be receiving 3 proposals to lower waste water rates in our area. I myself have taken severe precautions to limit my usage to the point I have fake grass, pavers and rock in my backyard. I planted 6 palm tree that need limited water (Mexican Fan palm) and have 4 fruit trees. My family consists of 2 small children that bath every other day and my wife and I. Even with the the low usage my water and waste/water bill exceeds \$150.00 every month, even in the winter months when those trees get watered once every 15 days. I find it absurd that a waste water bill could be so high for such limited use. We are a 1 person working family that are just able to meet our bills each month. Every time my bills go up it hurts us immensely. It has also come to my attention that elected officials voted in on a 3-2 vote for de-consolidation which skyrocketed Verrado's waste water bills. I also find it convenient that two of the yes votes happen to live in Epcor's Anthem district which serve many of thousand more customers. I find the elected officials who were able to vote on their own water bill in Anthem to be disingenuous. They are representing themselves and not what is best for all involved. It it my understanding that Epcor is supporting a proposal for consolidation of all waste water locations. I do believe that is what is in the best interest for everyone, not just a select few neighborhoods. Please take the consolidation proposal seriously and don't allow political persons that have personal gain to sway a very important decision. I am a firm believer

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

that win-win scenarios are the only way to go at it as a society. I am not the type of person that wants other districts to get outlandish bills (like we are suffering from here because of a past vote), but the fact is the current waste water de-consolidation is not win-win. Its only win for the other bigger districts that were voting us out. Please consider Consolidation and vote yes for it. Sincerely, Jason Bonfante (Verrado Resident)

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control. Closed

End of Comments

Date Completed: 8/6/2014

Opinion No. 2014 - 117451

W-01303A-09-0343
SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117454

Date: 8/6/2014

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
Debra Stone

Account Name: Debra Stone

Home:

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip: 85396

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NO. W-01303A-09-0343 SW-01303A-09-0343 OPPOSE RATE INCREASE

From: Util-PublicComment
Sent: Friday, August 01, 2014 5:19 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Debra stone
Date: 08/01/2014
Address:
Phone:
CityStateZip: Buckeye, az 85396

Cell:
Docket: W-01303a-09-0343
DocketNo: Sw-01303a-09-0343
Utility: Epcor
Email:

Comments: Upset about excessively high water bills. It is not even the actual water but the sewage rate...I water my grass and have to pay high sewage on this. Just moved from the Goodyear district. My water bill is double what I paid there and I had a pool. We were told the water was higher in verrado but never expected it wasn't high but rather extreme.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Noted and filed for the record in Docket Control. Closed
End of Comments

Date Completed: 8/6/2014

Opinion No. 2014 - 117454
